



Maryland Office of People's Counsel (OPC)

Website Resources: www.opc.maryland.gov

Energy Assistance Resource Guides – FY 2020 (updated August 2019)

Your Rights as a Utility Customer – 10 Fact Sheets on PSC Regulations and the rights and responsibilities of utility customers (updated August 2019)

Customer Information about Retail Gas and Electricity Suppliers – 5 Fact Sheets on licensing, marketing and contracting rules governing retail energy suppliers (updated August 2019)

Energy Suppliers: A Short List of Consumer Rights and Remedies

Price Comparisons – Retail Gas and Electric Supply vs. Utility Standard Offer Service (SOS) – A comparison of price offers by retail suppliers to the utility supply price, updated monthly.

Lifeline Assistance – What You Need to Know About the FCC Changes to Lifeline (updated August 2019)

Information Sheets on PSC Public Hearing Guidelines, Critical Medical Needs Program, Utility Scams, Termination Notice Rules for Occupants of Master-Metered Buildings

OPC Reports

“Maryland Low-Income Market Characterization Report,” (APPRISE, 2018), a report on income, demographic and energy-related characteristics of low-income households in Baltimore City and each county. Check out OPC’s Low-Income Research Tool and create your own customized profiles of low-income households.

“Maryland’s Residential Electric and Gas Supply Markets: Where Do We Go from Here,” (Susan Baldwin and Sarah Bosley, 2018), a report analyzing the residential energy supply markets in Maryland, and the need for further consumer protections.